Performance

Report

**1800 951 822**

Agedcarequality.gov.au

|  |  |
| --- | --- |
| Name of service: | Juniper Annesley |
| Service address: | 4-10 Hayman Road BENTLEY WA 6102 |
| Commission ID: | 7838 |
| Approved provider: | Uniting Church Homes |
| Activity type: | Assessment Contact - Site |
| Activity date: | 5 September 2023 |
| Performance report date: | 11 October 2023 |

This performance report **is published** on the Aged Care Quality and Safety Commission’s (the **Commission**) website under the Aged Care Quality and Safety Commission Rules 2018.

**This performance report**

This performance report for Juniper Annesley (**the service**) has been prepared by M Glenn, delegate of the Aged Care Quality and Safety Commissioner (Commissioner)[[1]](#footnote-1).

This performance report details the Commissioner’s assessment of the provider’s performance, in relation to the service, against the Aged Care Quality Standards (Quality Standards). The Quality Standards and requirements are assessed as either compliant or non-compliant at the Standard and requirement level where applicable.

# Material relied on

The following information has been considered in preparing the performance report:

* the assessment team’s report for the Assessment contact (performance assessment) – site report was informed by a site assessment, observations at the service, review of documents and interviews with consumers, representatives, staff and management; and
* the provider’s response received 26 September 2023 acknowledging the assessment team’s report.

# Assessment summary

|  |  |
| --- | --- |
| Standard 7 Human resources | Not applicable as not all requirements have been assessed |

A detailed assessment is provided later in this report for each assessed Standard.

# Areas for improvement

There are no specific areas identified in which improvements must be made to ensure compliance with the Quality Standards. The provider is required to actively pursue continuous improvement in order to remain compliant with the Quality Standards.

**Standard 7**

|  |  |  |
| --- | --- | --- |
| Human resources | |  |
| Requirement 7(3)(a) | The workforce is planned to enable, and the number and mix of members of the workforce deployed enables, the delivery and management of safe and quality care and services. | Compliant |

**Findings**

The majority of rostered shifts are filled with regular, permanent staff and consistent casual staff who know consumers well. Staffing requirements are amended in response to consumer acuity or where more complex care needs are required. The service has established a base of regular casual staff to provide support for unplanned leave to reduce reliance on agency staff. Clinical, care, therapy and cleaning staff felt there were enough staff available across all shifts to meet consumers’ needs, and said management are supportive and ensure shifts are filled when someone calls in sick. Most consumers and representatives said regular staff are dedicated, hardworking, kind and caring and although busy there is no impact to the standard of care and services. However, two consumers and representatives said at times consumers felt rushed by staff during provision of personal care and meals service.

For the reasons detailed above, I find requirement (3)(a) in Standard 7 Human resources compliant.

1. The preparation of the performance report is in accordance with section 68Aof the Aged Care Quality and Safety Commission Rules 2018. [↑](#footnote-ref-1)